

Electronic Acknowledgement Receipt

EFS ID:	4651267
Application Number:	09690566
International Application Number:	
Confirmation Number:	1577
Title of Invention:	SYSTEM AND METHOD FOR DETERMINING AND REDUCING CUSTOMER SERVICE IMPACT
First Named Inventor/Applicant Name:	Michael P. Lilly
Customer Number:	27557
Filer:	Bruce D. George/rachel mcguinness
Filer Authorized By:	Bruce D. George
Attorney Docket Number:	119645-00103.118
Receipt Date:	21-JAN-2009
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Application Type:	Utility under 35 USC 111(a)

Payment information:

Submitted with Payment	yes
Payment Type	Deposit Account
Payment was successfully received in RAM	\$ 1300
RAM confirmation Number	3639
Deposit Account	022555
Authorized User	
The Director of the USPTO is hereby authorized to charge indicated fees and credit any overpayment as follows: Charge any Additional Fees required under 37 C.F.R. Section 1.21 (Miscellaneous fees and charges)	

File Listing:

Document Number	Document Description	File Name	File Size(Bytes)/ Message Digest	Multi Part /.zip	Pages (if appl.)
1	Miscellaneous Incoming Letter	119645_00103_118_Amendme nt_Transmittal.pdf	131115 7a1d42c0bc9f8a3127096cd38939462cd0b282	no	4
Warnings:					
Information:					
2	Extension of Time	119645_00103_118_Petition_f or_Two_Month_Extension_of_ Time.pdf	59316 d14ce64401255f6e2b3a4ee32200c0c226a2e60	no	1
Warnings:					
Information:					
3	Request for Continued Examination (RCE)	119645_00103_118_Request_f or_Continued_Examination.pdf	70918 02329c7c4614c638b4b6a6f3c9d258403f8f8e5f	no	1
Warnings:					
This is not a USPTO supplied RCE SB30 form.					
Information:					
4		119645_00103_118_Amendme nt_to_Final_Office_Action_Dat ed_8_18_2008.pdf	568271 65fbbba36cd0270d8b88eb5109c2d9a4721e90	yes	18
	Multipart Description/PDF files in .zip description				
	Document Description		Start	End	
	Claims		1	16	
	Applicant Arguments/Remarks Made in an Amendment		17	18	
Warnings:					
Information:					
5	Fee Worksheet (PTO-06)	fee-info.pdf	32393 a4a03636f2cc7134c286a708841325baa1282de	no	2
Warnings:					
Information:					
Total Files Size (in bytes):			862013		

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New Applications Under 35 U.S.C. 111

If a new application is being filed and the application includes the necessary components for a filing date (see 37 CFR 1.53(b)-(d) and MPEP 506), a Filing Receipt (37 CFR 1.54) will be issued in due course and the date shown on this Acknowledgement Receipt will establish the filing date of the application.

National Stage of an International Application under 35 U.S.C. 371

If a timely submission to enter the national stage of an international application is compliant with the conditions of 35 U.S.C. 371 and other applicable requirements a Form PCT/DO/EO/903 indicating acceptance of the application as a national stage submission under 35 U.S.C. 371 will be issued in addition to the Filing Receipt, in due course.

New International Application Filed with the USPTO as a Receiving Office

If a new international application is being filed and the international application includes the necessary components for an international filing date (see PCT Article 11 and MPEP 1810), a Notification of the International Application Number and of the International Filing Date (Form PCT/RO/105) will be issued in due course, subject to prescriptions concerning national security, and the date shown on this Acknowledgement Receipt will establish the international filing date of the application.